

## **CIRRICULUM VITAE**



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### **EDUCATION**

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- MBA – Strategic Management from Swiss School of Business and Hospitality
- Helwan University
- Bachelor of Hotel Management
- Cairo-Egypt
  
- Ambetios Greek High School Diploma
- Cairo, Egypt

### **PROFESSIONAL EXPERIENCE**

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**2017-Present      Tamra Beach Resort 4\* (Eden Viaggi Premium)**  
**General Manager**  
**250 Rooms**  
**06 F&B Outlets**  
**250 Employees**  
**Sharm El Sheikh- South Sinai Region**

**Award Holidaycheck 2018 and 2019**  
**Award Booking.com 2018, 2019, 2020 and 2021**  
**Award Tripadvisor Traveller Choice 2018**  
**Award Green Star Hotel 2019-2021**  
**Award Top Hotels 2019, 2020 and 2021**  
**Recommended by HolidayCheck 2018, 2019**  
**Recommended by FTI Meeting Point 2018 and 2019**  
**Certificate of Excellence TEZ TOUR 2019**  
**Top Seller Eden Viaggi 2018, 2019 and 2020**

As a General Manager I am responsible to direct the opening development and progress of the hotel and manage overall standard and service implementation and improvement.

- Create and maintain a customer-driven hotel with a customer-keeping vision that inspires the hotel associates to do their best. Oversee the quality process to ensure customer satisfaction by consistent delivery of both product quality and service.
- Tour and visually inspect property on a daily basis. Monitor property condition, cleanliness, cost control, and quality of product and service throughout hotel.
- Travel to attend corporate meetings, and serve on committees such as Research, Development and Standards committee.
- And Human Resources with associate issues following company's policies. Interview, hire, train, recommend performance evaluations, resolve problems, provide open communication and recommend discipline and/or termination when appropriate. Develop and delegate improvement plans for operation and review performance of management team.
- Participate in community affairs and maintain positive public image for the property.
- Meet with potential and current clients to promote hotel.
- Active involvement in the Sales and Revenue Management function, involvement in Group site inspections and group closing process, review results.

Guide other members of the Executive Committee, Management and staff to make sound business decisions is a critical portion of the responsibilities. Create and execute the financial objectives of the hotel

**2015-2017                      Three Corners Happy Life Beach Resort 4\***  
**General Manager**  
**300 Rooms**  
**07 F&B Outlets**  
**250 Employees**  
**Marsa Alam- Red Sea Region**

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**2015-2015      Steigenberger Makadi 5\***  
**Executive Assistant Manager**  
**210 Rooms**  
**07 F&B Outlets**  
**210 Employees**  
**Hurghada- Red Sea Region**

As an EAM, I am responsible for managing the Hotel Executive team and overall hotel targets to deliver an excellent Guest and Member experience. Also I manage profitability and guest satisfaction measures. Specifically, and responsible for performing the following tasks to the highest standards:

- Manage on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded
- - Lead in all key property issues including capital projects, customer service, and refurbishment
- Ensure all decisions are made in the best interest of the hotel
- Provide effective leadership to hotel team members
- Lead in all aspects of business planning
- Comply with and exceed Jaz Hotels Brand Service Standards
- Ensure costs are controlled and revenue opportunities are effectively sourced and delivered
- Manage and develop the Hotel Management team to ensure career progression and effective succession planning within Jaz Hotels& Resorts
- Hold regular briefings and communication meetings with the Management team
- Respond to audits to ensure continual improvement is achieved

**2014-2015**                      **Jaz Hotels, Resorts and Cruises**  
**Executive Assistant Manager at**  
**Jaz Aquamarine Resort 5 \***  
**1301 Rooms**  
**16 F&B Outlets**  
**1200 Employees**  
**Hurghada- Red Sea Region**

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**2009 – 2014**                      **Jaz Hotels, Resorts and Cruises**  
**General Manager**  
**➤ Sol Y Mar Pioneers and &**  
**➤ Sol Y Mar Mut Inn 4\***  
**➤ 6 F&B Outlets**  
**140 Employees**  
**Western Desert- Kharga & Dakhla Oasis**

- Manage all aspects of the customer service within the hotel in order to anticipate and exceed customer expectations. Develop product knowledge to ensure accurate delivery of service.

- Monitor, analyze and provide feedback to all departments regarding complaints, and all other customer feedback in order to identify trends and take pro-active actions. Resolution of customer complaints within the hotel. Ensure that Hotel compensation guidelines are followed.
- Ensure all Health and Safety procedures are implemented according to Local/International and Company standards.  
Implement sales plans of action including in-house sales calls, booking appointments, outside sales efforts, guided site inspections and researching sales leads as necessary.
- Train and develop staff to maximize performance, aid retention and reduce turnover. Accountable for the delivery of the performance management process in line with Company procedures.
- Lead and inspire individuals to develop a highly motivated, committed team. Ensure that the team receives and understands all company policies & procedures. Co-ordinate and delegate workload of staff within the hotel etc.
- Maintain responsibility for sales, expenses and profit goals as outlined in the food & beverage department operating plans/budgets, while promoting the company goals of customer service and satisfaction, team work, reporting requirements and financial performance.
- Supervise the planning and implementation of procedures for special club events and banquet functions.
- Fulfill the objectives of increased sales in the areas of group sales, corporate clients, banquets and meetings.
- Keep all staff informed on all relevant business issues & updates using varied methods of communication.
- Hold staff and management meetings on a daily basis to review & improve performance; communicate minutes to all involved to take necessary action.
- Provide detailed and accurate reports as required by Owners/Board of Directors.
- Ensure that employees within all departments received fair and safe working conditions.

Ensure that all guest received consistent service and product.

## **Task Force**

- **General Manager of Jaz Little Venice**  
**5\* Hotel 60 rooms ( Ain Sokhna)**
- General Manager Iberotel IL Mercato Hotel**  
**5\* 264 rooms (Sharm El Sheikh)**
- **General Manager Sol Y Mar Riva World Hotel Complex**  
**5\* 650 rooms (Sharm El Sheikh)**

2007-2009

**Louis Tiran Sharm 5\***  
**Executive Assistant Manager**  
**Pre-Opening 350 Rooms**  
**Sharm el Sheikh -Egypt**

- **Team Management**  
Train and develop staff to maximise performance, aid retention and reduce turnover Accountable for the delivery of the performance management process in line with Company procedures. Lead and inspire individuals to develop a highly motivated, committed team.  
Ensure team receive; understand to all company policies & procedures.  
Co-ordinate workload of staff within the hotel including rotas
- **Quality Assurance/Customer Service**  
Manage all aspects of the customer service within the hotel in order to anticipate and exceed customer expectations.  
Develop product knowledge to ensure accurate delivery of service.  
Monitor, analyse and provide feedback to all departments regarding complaints, and all other customer feedback in order to identify trends and take pro-active actions.  
Resolution of customer complaints within the hotel.  
Ensure in Hotel compensation guidelines are followed in conjunction with the Hotel Manager.  
Ensure all Health and Safety procedures are implemented according to Company standards.
- **Communication**  
Keep Hotel Manager and all staff informed on all relevant business issues & updates using varied methods of communication.  
Provide detailed and accurate reports as required by Hotel Manager and Hotels General Manager.  
Escalate or communicate to Hotel Manager all issues deemed fit or which cannot be resolved locally, or, which will have high customer/financial impact. Hold staff and management meetings on a daily basis to review & improve performance, communicate minutes & actions to Hotel Manager.

- **Supplier Management**

Carry out all supplier communication activity in line with company procedure (Local authorities, Government people etc.).  
Ensure suppliers have a full understanding of all product and service specifications in order to ensure effective delivery Complete orders in line with company procedures to ensure correct stock levels are maintained.

2006 – 2007

**Louis Hotels & Resorts**  
**Executive Assistant Manager**  
**Louis Colossos Beach Hotel. 4\***  
**Rhodes. Greece 742 Rooms ( Opening )**

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**Quality Assurance/Customer Service**

Manage all aspects of the customer service within the hotel in order to anticipate and exceed customer expectations.

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2005 – 2006

**SSP (Select Service Partner)**  
**Multi Units-General Manager**  
**14 F&B Outlets**  
**Cairo International Airport (Pre-Opening)**  
**230 Employees**

- Manage and Co-operate with authorities and during the pre-opening period for easier movement of the branch
- 14 Food and Beverage locations serving more than 10000 customers per day, and managing all the internal departments of the company like Stores, Accounting, Administration, and Operations
- All the branded restaurants with their standards like Ritazza cafe, Upper Crust, Food village and other local concepts.
- As General Manager I was responsible for the efficient management of all catering and hospitality services throughout this multi-site revenue.
- Also I was directly responsible for the provision of a high quality, customer focused and financially viable service in line with achieving the company's corporate goals. Management of all catering and hospitality services and to oversee the day-to-day operation of our sites, which range from snacks and confectionary Kiosks to self-service dining at the branded Restaurant, negotiating with suppliers, and controlling departmental expenditure
- Develop and manage strategic business plan for catering services and the implementation of the plan. To work within financial budgets and to ensure sales targets and costs are met at all times. To maximize sales, promote existing services and to introduce new concepts and brands. To ensure compliance with all legislation, company policies and to implement quality assurance procedures

2003 – 2005

**SSP (Select Service Partner)**  
**Multi Units-General Manager**  
**12 F&B Outlets**  
**Sharm El Sheikh International Airport**  
**150 Employees**

- Manage and Co-operate with authorities and government during the pre-opening period for easier movement of the branch
- 14 Food and Beverage sites serving more than 14000 customers per day, and managing all the internal departments of the company like Stores, Accounting, Administration, and Operations
- All the branded restaurants with their standards like Ritazza cafe, Upper Crust, Food village and other local concepts
- As General Manager I was responsible for the efficient management of all catering and hospitality services throughout this multi-site revenue.



- Also I was directly responsible for the provision of a high quality, customer focused and financially viable service in line with achieving the company's corporate goals. Management of all catering and hospitality services and to oversee the day-to-day operation of our sites, which range from snacks and confectionary Kiosks to self-service dining at the branded Restaurant, negotiating with suppliers, and controlling departmental expenditure
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**2002-2003      SSP (Select Service Partner)**  
**Food and Beverage Director**  
**Sharm El Sheikh International Airport (Pre-Opening)**

1. Monitors performance to ensure adherence to all service standards, sanitation standards, productivity standards to ensure exceptional guest satisfaction.
2. Monitor and control food & beverage inventories.
3. Maintain inventories of related food & beverage equipment.
4. Monitor and control labour costs.
5. Maintain cleanliness and sanitation levels to Health Department required ratings at all times.
6. Manage food preparation.
7. Develop and implement policies and procedures.
8. Ability to organize multiple projects; manage and prioritize multiple tasks and meet deadlines.
9. Exhibits a positive and involved team attitude to all and promotes positive relations through an environment that encourages open communications, trust, and mutual respect.
10. Strong communication, organization, problem-solving, and follow-up.
11. Manage and motivate all food & beverage personnel.
12. Manage interviewing, staffing, training and development of food & beverage team, discipline.
13. Monitor and forecast food & beverage revenues and expenses to ensure company goals are met on a monthly and yearly basis.
14. Implement new menu items that will increase customer satisfaction and perception of value.
15. Implement policies and procedures for food and beverage.
16. Ensure the quality levels of food & beverage products and maintain quality standards in production, services, facilities and guest satisfaction.
17. Develop and manage the annual food & beverage budget.

18. Implement and monitor ordering and receiving program to ensure proper quantity and prices on all purchases.

## **PERSONAL INFORMATION**

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- Marital Status : Married
- Nationality : Greek
- Military Service : Exempted

## **IT LITERACY**

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Proficient user of Fidelio, Opera, Hermes, Comsys and Cisco Hotel Management software.  
Advanced knowledge of Microsoft Windows and Microsoft Office Suite

## **LANGUAGES**

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- Greek : Native tongue
- English : Fluent Spoken & Written
- Arabic : Fluent Spoken & Written

## **Profile**

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- Experienced hospitality executive with solid business development background and a proven record of accomplishment in turning around hotel performance, enhancing market share and brand equity. A change oriented driver of innovation and productivity with strong customer focus. Performance driven, disciplined, confident and flexible with a hands on approach. Focused on the wider organizational picture and long term strategy with a creative and positive approach to people and business development.

**References upon request**